

# Fire Protection Flight Mission

*We are a dedicated team of professional firefighters, acting in partnership with the Davis-Monthan Air Force Base community to accomplish the 355th Wing mission through elimination of loss of life or property due to fire, accident, or disaster.*

*We are ready, willing and able to provide quality fire protection services through education, prevention, engineering, and firefighting activities.*

## Fire Protection Flight Goals

### PLANING

Develop and implement comprehensive and flexible plans and programs to support D-M

### TRAINING

--Allocate time and resources to train and prepare a quality fire fighting organization in accordance with applicable NFPA standards and Codes of Federal Regulations

### FACILITY SUPPORT and ACQUISITION

- Provide protection of base facilities and resources to meet our customers needs
- Upgrade facility to current Air Force fire station design standards
- Upgrade and sustain current facilities through self-help projects

### RESOURCES

--Pursue the best possible resources for our personnel and efficiently manage available resources

### CUSTOMER INTERACTION

- Develop and implement positive customer service programs
- Use customer feedback to improve quality of service

### LEADERSHIP and MANAGEMENT

- Provide effective leadership within the fire protection flight
- Encourage teamwork and empower our people at all levels
- Ensure our actions are safe and environmentally sound
- Establish procedures that increase environmental and safety awareness

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**355th Wing/12 Air Force****HOME****PLEASE READ PRIVACY AND SECURITY NOTICE****HISTORY****BASE TOURS****NEWCOMERS****DESERT AIRMAN****D-M PAGES****WELCOME LETTER****COMMUNITY PROGRAMS****DMAC****EMAIL**

The ***Desert Airman*** is the Davis-Monthan Air Force Base, Arizona weekly base newspaper. The newspaper is published every Friday for an audience of more than 30,000 active-duty Air Force members, Department of Defense civilians, Guardsmen and Reservists and their families.

To read the ***Desert Airman***, click on the desired date. (Documents are in PDF format, and require Adobe Acrobat Reader to view them.)

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January 2001

# DESERT AIRMAN

Davis-Monthan Air Force Base, Ariz.

Friday, Jan. 10, 2003



**Book'em!**

*Griselda Trujillo, Nogales Border Patrol explorer, simulates taking Airman 1st Class Daniel Belk, 755th Aerospace Maintenance Squadron, into custody on a C-130 here. The Nogales Border Patrol Explorers are made up of local 14 to 21 year old youths who are interested in a career in law enforcement. The Nogales Border*

*Patrol Explorers are training for the Law Enforcement Explorer Tactical Competition being hosted in Chandler, Ariz., Jan. 17 through 19. One of the events being held this year will be a simulated assault of a C-130 transporting known hostages.*

Staff Sgt. James Steele

## TriWest members beware

Sensitive materials taken; offices in Phoenix suffer loss

**By Tech. Sgt. B. Coors-Davidson**  
355th Wing Public Affairs

Most Davis-Monthan Air Force Base members and their families are in danger of having their identity stolen after the recent theft of personal data from TriWest headquarters in Phoenix.

The TriWest office was burglarized Dec. 14 and computer equipment was stolen.

The equipment contains confidential and personal files of more than 500,000 military, retiree and family members including their names, addresses and Social Security numbers. In some cases, credit card numbers were in-

cluded in the compromised information.

"The identity of those who committed this crime and the motives behind the crime are not known. While information has been compromised, we do not have any indication that anyone's personal information has been or will be misused," said Dave McIntyre, president and chief executive officer of TriWest Healthcare Alliance. "The very possibility, however, that it could be misused calls for action on our part to educate our customers with information that will allow them to take steps to protect themselves."

TriWest serves the Department of Defense in meeting the health care needs of more than

1.1 million military members including active duty, retirees and their families in 16 states, including Arizona, Colorado, Idaho, Iowa, Kansas, Minnesota, Missouri, Montana, Nebraska, North Dakota, South Dakota, Utah, Wyoming, New Mexico, Nevada and a small portion of Western Texas.

The case is being investigated by the Phoenix Police, Defense Criminal Investigative Service and the FBI.

"We have provided information and will continue to provide regular updates to base commanders, military treatment facility com-

See *TriWest*, Page 7

Supporting each other and working together to provide the best programs and services is a goal for all D-M people.

Ideas, suggestions, comments, concerns and kudos are important to make improvements.

The best way to pass along a comment or to get an answer to a concern is to contact the agency chief or functional managers listed here. Still no solution? The Commander's Corner phone line is 228-4747. An e-mail can also be sent to: 355th Wing CommandersCorner@a1.mil.

Callers must leave their name, phone number and a message. They will receive a prompt reply in writing or by telephone. We will honor caller



Col. Paul Schafer  
355th Wing Commander

confidentiality, but sometimes we need to contact callers to gather additional information. If a concern is of general interest to the base populace, the response may be published in the *Desert Airman*. Anonymous calls may not be published.

### Agency numbers

AAFS Agencies.....	228-3904	Inspector General.....	228-3558
Accounting and Finance.....	228-4964	Legal.....	228-6432
Chaplain.....	228-5411	Lodging.....	228-4843
Civil Engineering.....	228-3401	Military and Civilian Equal	
Clinic.....	228-2950	Opportunity Office.....	228-5509
Commissary.....	228-3116	Military Personnel.....	228-5689
Family Support.....	228-5690	Public Affairs.....	228-3204
Fitness and Sports Center.....	228-0023	Security Forces.....	228-6178
Healthier Fitness Center.....	228-3714	Services.....	228-5196
Housing Office.....	228-3687	Transportation.....	228-3584

### Commissary restrooms

**Concern:** Doe, the commissary have hourly checks of the rest rooms? There is only one roll of toilet paper and that is about gone. There are two towel dispensers but only one is working, and there are a whole lot of drips around the toilet. I would complain to a manager but you can never find one. It seems to me they could work it out so there is a manager in the office at all times: they can rotate on and off. Thank you.

**Response:** Thank you for giving us an opportunity to address your concerns. The commissary rest rooms are cleaned by a contractor every two hours or as needed. However, if you feel that cleaning is required, we would appreciate patron's help by letting an employee know that the rest room needs attention. Also, if at any time you are in need of a manager and do not see one, please ask any employee so that they can call one for you.

### Split tree

**Concern:** I live in base housing near Lowell Smith Elementary. I have a tree in the backyard that grows oranges. Recently

some strong winds split this tree in half and it has been leaning on the house every day since. My wife and I made several calls to base maintenance and left several messages. We were told there were many trees down in the area, and that trees are being removed on a priority basis. How come when it comes to cutting the grass, I'm told that I live in a very important-person area and it must be cut in a timely matter, but I can't even get a broken tree removed out of my yard.

**Response:** Thank you for your call. I apologize for the delay you encountered in getting your request to the proper office to assist you. We blew it! We have some new personnel at housing maintenance that have now been informed of the proper procedures when calls are received which should be directed to the housing office for ground maintenance. After the storm a priority list was established for tree removal, trimming and removal of branches after the storm. Due to the extensive damage, it took quite a bit of time to get to all the houses. In the future, if you have any questions about housing, call Ruby Modica, housing manager, at 228-4264.

## Team D-M Mission Spotlight



Staff Sgt. Lanie McNeal

The 355th Equipment Maintenance Squadron C-130 Isochronal Shop is responsible for the in-depth minor and major inspections of Davis-Monthan Air Force Base's C-130 squadrons. Once they receive an aircraft for an inspection it is pulled into their hangar and prepped for an isochronal inspection. The isochronal inspection involves a multi-phase process including inspection, correction, lubrication and a scrupulous search for foreign object debris. After the C-130 leaves the hangar, the isochronal engine-run crew starts the engines to ensure smooth operation before the aircraft is returned to its squadron.

(Left) Tech. Sgt. Wade Rasmussen, 355th EMS isochronal inspection coordinator pushes the throttle of a C-130 to max power during an engine test run.



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## DESERT AIRMAN

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# Air Force Contact Center adds new online self-service support

*Help with personnel issues now available online*

People can now get real-time help with personnel issues online, from anywhere in the world, thanks to new Web features offered by the Air Force Contact Center at Randolph Air Force Base, Texas.

The online features, found at the Air Force Personnel Center home page at [www.afpc.randolph.af.mil](http://www.afpc.randolph.af.mil) by clicking the "contact center" button, let users view a database of frequently asked questions, chat online with a customer service representative or submit queries via e-mail.

Answers to questions about personnel information, pay, assignments, benefits, employment and more are easily accessible for Air Force active-duty members, retirees, civilians and dependents. Limited services are also available for guard and reserve members. In addition, agents can be reached toll-free at (866) 229-7074, for those customers who prefer to speak to someone directly.

"Our goal at the contact center is to help people by providing a proactive approach to online customer support," said Maj. Alessandra Stokstad, chief of the Air Force Contact Center. "Air Force people can search our ever-expanding database anytime or chat live with a

customer service representative, 6 a.m. to 6 p.m. central time, Mondays through Fridays. Features like this are a convenience in more than one way.

"These new features will be especially helpful in times of high deployments and ops tempo where people don't have the time or opportunity to go to their [military personnel flight] for help," said Stokstad. This system is much more practical because of online-chat opportunities alone.

"Online chat is a very convenient means of communication," said Master Sgt. Dave

Melnick, Air Force Contact Center systems manager. "Customer service agents are here to answer questions that can't be found in our [frequently asked questions] database."

First-time users of the contact center online are asked to create an account which will allow customer service representatives to know who they are assisting and help speed the process.

Customers can also send questions to the help desk through the

"Ask-A-Question" e-mail feature, said Melnick. People who submit questions to the contact center usually receive a response within two days.

"We foresee the contact center becoming a key customer service tool for the total force," said Stokstad. (Courtesy of Air Force Personnel Center)

**"T**hese new features will be especially helpful in times of high deployments and ops tempo where people don't have the time or opportunity to go to their [military personnel flight] for help."

— Maj. Alessandra Stokstad  
Air Force Contact Center chief

**112** airmen total were saved from the consequences of driving under the influence by the Airmen Against Drunk Driving Program in the year of 2002. A total of 15 have been saved so far this year.

Call AADD at  
**850-2233**

10 p.m. to 5 a.m. Fridays and Saturdays and  
4 p.m. to midnight Sundays for a ride.



## Emergency Numbers

Ambulance.....	911	Mortuary Officer.....	228-5964 or 4414
Casualty Assistance.....	228-3686	(After duty hours).....	228-3121
(After duty hours).....	228-3121	Command Post.....	228-7400
Duty Chaplain.....	228-5411	355th Security Forces Crime Stop.....	228-4444
(After duty hours).....	228-3517	Safety.....	228-5558
Fire Reporting.....	911	(After duty hours).....	909-0316
Public Affairs.....	228-3204	Base locator.....	228-3347
(After duty hours).....	228-7400	TIPS Line.....	228-TIPS (8477)

## News Notes

### Commentary credit correction

Credit for the commentary: "Honor and integrity absent" published in the Dec. 20 issue of the *Desert Airman*. Page 9, belongs to Chief Master Sgt. Thomas Buchanan, 355th Supply Squadron.

### Estate claims

Any person having claims against the estate of Airman Ryan Ludding, deceased, 355th Component Maintenance Squadron, should contact 1st Lt. Paul Schwennesen, summary court officer at 228-3680.

### Vehicle registration reminder

All personnel are reminded that vehicles with expired decals will not be allowed onto the installation. Vehicle registration can be accomplished at the visitors center on Craycroft Road adjacent to the main gate Mondays through Fridays 6 a.m. to 10 p.m., Saturdays and Sundays, 1 a.m. to 10 p.m. and at pass and registration in Building 3200 Mondays through Fridays 8 a.m. to 4 p.m. For more information, call 228-3224.

### Wing escorts needed

A key to D-M's success is the quality of people selected as a wing escort during an inspection. Qualifications for escorts are: grade of E-5 or higher, 18 months retainability at D-M, integrity and willingness to work long hours on an inspection. For more information, call 228-4041.

### Executive officer slot

The 355th Maintenance Group is looking for a lieutenant or captain to take their executive officer position. Today is the last day for interviews. Submit names of those interested or questions to 1st Lt. Rachel Bryant at 228-4770.

### Christmas tree recycling

Christmas tree recycling is available at the base recycling center until Jan. 17. Trees must be in designated areas and free of all decorations. For more information, call Joe Uremovich at 228-2296.

### Family support center opening

The D-M Family Support Center is accepting applications for the position of the family support NCO. This position is a three-year controlled tour, special duty assignment for a technical sergeant and a reporting date as early as Jan. 31. Application packages should be submitted to the family support center no later than Jan. 18. For more information, call William Eptrecht at 228-5690.

# New IDs to bring D-M deeper into digital age

By Staff Sgt. Russell Wicke  
355th Wing Public Affairs

The Air Force's new Common Access Card will be available for issue to active-duty military members at Davis-Monthan Air Force Base Jan. 30.

The CAC, designed to replace the military identification cards, will launch the military deeper into the digital age with its 32-kilobyte memory chip, magnetic strip and bar code that will be used for digital signatures, e-mail authentication and, eventually, building access.

Though this "smart card" will be available Jan. 30, mass issuance isn't expected until mid-June, said 2nd Lt. Crystal Schuh, 355th Mission Support Squadron chief of customer service.

"We expect full active-duty here at D-M to be carrying this card by October 2003," said Schuh, "but we may have to push that date back."

When mass issuance begins, Schuh said each squadron will have a time window of days for members to get their CAC. Although it takes a little longer to get a CAC than an old ID card, the time it does take is fairly minimal.

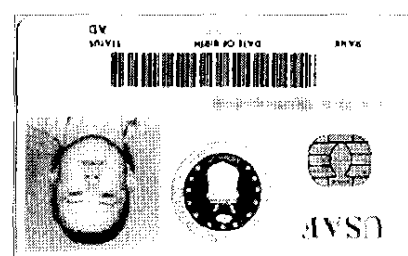
According to the Navy Temporary Issuance Site Daily Compartment Report, the average time it takes to issue an individual a CAC is 12 minutes. However, times will vary from five to 25 minutes.

Despite the minor bother of transitioning to the new smart card, CAC is expected to have a big return on time investment. According to Schuh, these cards will eliminate hours of paper work for deployment. The military stores more than 30 separate pieces of information about the individual it represents. Schuh believes the card will be capable of holding more information as technology progresses.

According to the CAC Web site at [www.dmd.osd.mil/smartcard/owa/ShowPage?pid=index](http://www.dmd.osd.mil/smartcard/owa/ShowPage?pid=index), only individuals who have authorization to perform normal identification processes and run CAC applications have access to the card.

Along with the card, members will be given PINs to be used in conjunction with the card to eliminate the security hazard of a lost card.

For more information on the CAC, visit the Web site listed above or call Schuh at 228-4478.



A look at the new Defense Department common access card. With a 32 kilobyte embedded computer chip, magnetic strip and two bar codes, the "Smart Card" will eventually replace the standard military identification card.

Along with the card, members will be given PINs to be used in conjunction with the card to eliminate the security hazard of a lost card.

For more information on the CAC, visit the Web site listed above or call Schuh at 228-4478.

## It's your money

For more information about this year's pay charts visit the Air Force Link Web site at [www.af.mil/careers](http://www.af.mil/careers) and click on "Pay Chart"

2003 housing rates for Davis-Monthan Air Force Base

Rank	With dependants	Increase	Without dependants	Increase
E-1	\$799	\$80	\$558	\$20
E-2	\$799	\$80	\$558	\$20
E-3	\$799	\$80	\$558	\$20
E-4	\$799	\$80	\$558	\$20
E-5	\$889	\$104	\$660	\$44
E-6	\$1037	\$151	\$722	\$60
E-7	\$1070	\$130	\$805	\$81
E-8	\$1107	\$109	\$918	\$113
E-9	\$1174	\$108	\$964	\$128
O-1-E	\$1077	\$126	\$889	\$104
O-2-E	\$1123	\$99	\$954	\$125
O-3-E	\$1202	\$117	\$1087	\$151
O-1	\$905	\$109	\$710	\$57
O-2	\$1034	\$150	\$858	\$106
O-3	\$1127	\$95	\$984	\$134
O-4	\$1292	\$144	\$1074	\$129
O-5	\$1408	\$179	\$1096	\$115
O-6	\$1420	\$181	\$1129	\$94
O-7+	\$1436	\$183	\$1152	\$96

See Veterans, Page 5

Group, the First Sergeants Association, 12th Air Force chiefs and the Air Force Sergeants Association helped brighten the holidays for hospitalized veterans by delivering care packages and hosting a party Dec. 28.

"The veterans association came up with the idea of having a party for all the veterans hospitalized over the holiday and I was asked to head up the project," said Master Sgt. Richard Goldman, D-M Top 3 president.

"We began by soliciting gifts, namely tube socks, knit watch caps, baseball hats, AM/FM radios, hand-held electronic games, candy, lap blankets, toiletries, new or used books and crossword puzzles or word search books.

"The entire D-M community, active duty, retirees and civilians responded in force. It was amazing how willing everyone was to help those unable to be with their loved ones over the holidays."

Goldman said they collected almost everything they needed the first day. The remainder of the week was used to target the items they were short on. By the end of the week, they had everything they needed.



# The 12th Edition

Volume 5, Issue 1

Headquarters, Twelfth Air Force Supplement to the *Desert Airman*

Friday, January 10, 2003

## News Briefs

### Monthly ceremony

Twelfth Air Force's monthly awards and promotion ceremony is **2 p.m. Jan. 31 in the Catalina Room at the Officers' Club.**

Honorees need to be in place by 1:30 p.m. For more information, call 12 AF/PA at 8-6053.

### Holiday weekend

January has a three-day weekend in observance of Martin Luther King Jr. Day on Jan. 20.

Everyone is encouraged to enjoy the long weekend in a fun, safe way using some of these tips:

1. If you drink, designate a driver before going out or call the AADD program at 850-2233.

2. When planning an outing, apply personal risk management to ensure you return home safely.

3. Keep an eye out and avoid putting yourself into unsafe situations, use the wingman policy — it pays!

### MyPay offers W-2s

Service members, military retirees and annuitants can find their account statements and tax information online via the Defense Finance and Accounting Service's myPay, a secure online system. Active-duty and reserve members can view and print current-year W-2s, while retirees can view and print their account statements. Annuitants can view and print their account statements, their 1099R tax statements, and their 1042S tax statements. Service members, DoD civilian employees, military retirees and annuitants can use their Social Security numbers and personal identification numbers to log onto myPay at <https://mypay.dfas.mil>.

For more information about myPay, call customer support at (800) 390-2348 Monday through Friday 7 a.m. to 7:30 p.m. EST.

## Exercise tests ACOMS abilities

Communication, mobility readiness training ensures unit preparedness

By CMSgt. Gordon DeVos  
612th ACOMS

Readiness, preparation and practice are keys to military mission accomplishment and operational success. With that in mind, the 612th Air Communications Squadron put itself through the test in support of System Training Exercise (STE) 02-01 with the 133rd Test Squadron, Air National Guard, Iowa, from Nov. 19 to Dec. 9, 2002.

In conjunction with the 3-day communications exercise supporting the STE, the 612th ACOMS conducted an in-house mobility exercise.

"Since it had been a year since we packed, deployed and set-up and with the large change-over in personnel this was an excellent opportunity to test our skills and provide much needed training in a low threat training environment," said MSgt. Gilberto Gutierrez, 612th ACOMS Support Flight Superintendent.

On Nov. 19, with an early morning recall and mobility "bag drag," preparations began for the small-scale deployment. After



Ground radio personnel assess the situation after a simulated attack during the System Training Exercise.

the recall and mobility processing, personnel began packing and palletizing, preparing and mobilizing equipment, and vehicle maintenance personnel made preparations for a 30-mile convoy.

As each stage of the preparation was completed, Maintenance Support readiness personnel inspected each pallet and each vehicle to ensure compliance with Air Force mobility instructions. Lessons learned were documented and on the spot training was conducted to re-enforce proper procedures.

The unit deployed to a field located behind Building 75 just adjacent to the FAMCAMP overflow area. All facets designed to support a communications site were positioned and set-up to include tactical power generator and heat ventilation and air conditioning.

A number of first time achievements were accomplished during this exercise. Ground Radio personnel displayed the ability to trans-

See ACOMS, Page 2



## 12 AF members give at home, abroad

Left: On Dec. 24, Lt. Col. Mark Haskins, 429th EOS Commander, Curacao, (in uniform), donates a bag of children's clothing and more than 220 pounds of food to "Grupo Love & Peace Gina," a charity which helps children in one of Curacao's most impoverished neighborhoods.

Right: The 12th Air Force food drive challenge gathered a truckload of food to be donated to the D-M food locker



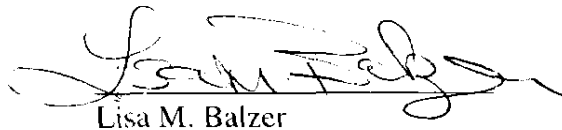
**CERTIFICATE OF SERVICE**

I, Lisa **M. Balzer**, a secretary in the law firm of Shook, Hardy & Bacon L.L.P., do hereby certify that on this 30<sup>th</sup> day of January, 2003, I have mailed the foregoing "Counterproposal" to the following:

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Lisa M. Balzer